

# CARD ROOM CONNECTION

Volume III, Issue II

July 2002—April 2003

## Renewal Dates Have Changed

By: Laura Fricke, License Technician

Renewals are now due 15 days prior to the date your gambling license expires. In the past, a completed renewal application and fee have been due on the expiration date.

This change allows us to serve you better. Having a completed application and fee to us 15 days before your gambling license expires gives us time to process the renewal and get a new license to you before your license expires. You must have a valid license at your card room in order to work.

Please remember, in order to avoid delays in issuing your gambling license, make

*"Renewals are now due 15 days prior to the date your gambling license expires"*

sure your application is complete, signed by the correct individual, and returned with the exact fees.

If you do not receive your renewal notice and gambling application 30 days prior to your license expiring, please notify our office so we can get an application to you prior to your license expiring. If you do not have a valid license, you may not work.

## Shuffling the Newsletter

By: Susan Arland, Newsletter Editor

In the past, we've mailed this newsletter to each card room and card room employee twice a year. This newsletter will continue to be published twice per year with a focus on the card room industry; however, it will now be dedicated entirely to card room employees and written from your perspective as an employee in the industry.

Another change is that card room employees will no longer receive this newsletter at home. Instead, a stack of newsletters will be distributed to each card room. Card room operators are asked to make the newsletter available to their card room employees.

**Card rooms are asked to make this newsletter available to their employees**

Card room operators will continue to receive the Focus on Gambling newsletter in addition to multiple

*(Continued on page 2)*

## WORD SEARCH

|   |   |   |   |   |   |   |   |
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Ace  
Dealer  
Bets  
King  
License  
Cashier  
Queen  
Chips  
Security

Answers  
are on the  
back page

*Protect the public by ensuring that gambling is legal and honest.*

## Reporting Cheaters

By: Mark Harris, Special Agent Supervisor, Everett Field Office

Did you know that any time a person is found cheating in your card room, the incident must immediately be reported to your local police department or sheriff's office? (WAC 230-40-250)

Did you know that if you detect cheating, theft, embezzlement, or other illegal activities, the head of your card room surveillance department must notify Gambling Commission staff within three working days. (WAC 230-40-815)

If your card room has not been reporting these activities, its gambling license may be in jeopardy. Failing to report may result in the suspension or revocation of the card room's gambling license, or a monetary fine. Therefore, even if illegal activities are only suspected, they should be reported as required to protect the card room's gambling license.

**We're on the Web!**  
**[wsgc.wa.gov](http://wsgc.wa.gov)**

## Card Room Robbery!

By: Keith Wittmers, Card Room Coordinator/Special Agent  
Tacoma Field Office

A card room was recently the victim of an armed robbery that resulted in a substantial loss of money for the operator. That being said, it is important for all operators to review their security procedures to ensure safeguards are in place to protect against this happening.

Your card room should discuss this type of situation with you and make sure you are aware of its procedures. This goes for cage cashiers, security, surveillance, gaming operations, even maintenance workers.

There is no such thing as being over-prepared when a critical incident occurs. Hopefully, a plan will never have to be implemented. However, a plan should be in place for you to follow in the event a robbery occurs.

## We Want Your Feedback

By: Collene Kiefer, Supervisor, Licensing Services Division

If you've recently been in the Lacey Headquarters office, you may have noticed customer service feedback forms were available at the service counter and interview rooms.

In the near future, we will be mailing feedback forms to some of you to find out what we are doing right and where we can improve our customer service.

We encourage everyone who comes into our office, and those that receive the feedback form in the mail, to please take a moment to fill it out and re- turn it to our office. The postage paid *Send in your survey!* feature allows you to comment free of charge. If you wish to remain anonymous, you can do so.



Your input is informative and helpful for improving our customer service procedures. Comments received so far have been helpful in preparing our agency's Strategic Plan for the future. Thanks to everyone that has participated in the feedback program and we look forward to receiving more surveys from applicants and licensees.

*(Continued from page 1)*

copies of this newsletter to distribute to their card rooms employees.

Gambling news is available several ways: Focus on Gambling (the general licensee newsletter— published quarterly), this Card Room Employee newsletter, and our website.

If you'd like to receive the Focus on Gambling newsletter or this newsletter at home, please let me know. My contact information is on the back page.

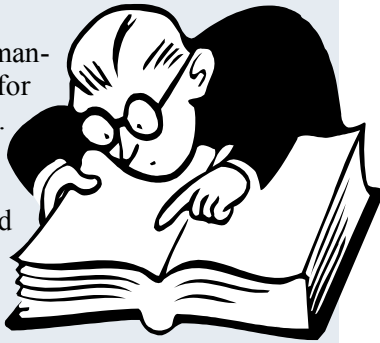
## New Mandatory Training

By: Cindy Reed, Special Agent, Tacoma Field Office

As of January 1, 2003, classroom training for card room owners and card room employees (CRE) will no longer be provided by our agency. It was replaced by a different way to educate owners and employees about the responsibilities associated with maintaining a gambling license.

New businesses will receive training during the Pre-operational Review and Evaluation or premises inspection.

Card room owners or management are responsible for training their own CRE. Our field agents have contacted all card rooms owners and delivered training materials designed specifically for you and your job.



Card room management is now responsible to use these materials to educate new CRE. The new CRE application requires both the owner and CRE to agree the training will occur within the first 30 days of employment, as required by WAC 230-04-050. Many card rooms plan to incorporate the Gambling Commission training into the staff training they provide to new CRE.

Several licensees requested a list of "test" questions based on our training. Included on pages 4 and 5 are 35 questions created by our Regional Training Team.

You can also get a list of suggested questions from your field agent or by going to our website at [www.wsgc.wa.gov](http://www.wsgc.wa.gov) and selecting **Licensee Training**.

Take the quiz on pages 4 & 5.  
Check your answers on page 8  
to see how well you did!

## Promotions for Card Games

By: Mark Harris, Special Agent Supervisor, Everett Field Office

Gambling promotions can be offered on card games when certain requirements are met. These promotions must be tied to the outcome of a card game.

- 1) Each promotion offered to an individual player cannot exceed \$500 in actual cost.
- 2) Promotions can't have a scheme where the prize or end result is an additional opportunity to engage in a gambling activity regulated by our agency.
- 3) Promotions can't be combined with a promotional contest of chance, as defined in RCW 9.46.0356.
- 4) All players must participate equally.
- 5) Promotions may provide an initial opportunity to gamble for free or at a discount.
- 6) Rules for promotions must be displayed.

Promotions may be added to non-proprietary games (games card rooms don't pay a fee to use) if they meet the requirements above and in WAC 230-12-045. Examples of non-proprietary games are generic Blackjack and Pai Gow Poker Games.

Promotions can be added to proprietary card games (card rooms pay a fee to use these games) only if permission is given by the company that owns the rights to the game. The company needs to submit a written request to the Commission's Card Room Coordinator requesting their approved game rules be changed to allow the new promotion. This is because, we can't authorize a change to proprietary or patented game rules unless the company

that owns the rights to the game authorizes the change.

The request will be reviewed by the Card Room Coordinator and if it complies with Commission rules, is approved by the Card Room Coordinator.

Keith Wittmers is the Commission's Card Room Coordinator. He can be reached at (253) 471-5312, ext. 231, or by e-mail at [keithw@wsgc.wa.gov](mailto:keithw@wsgc.wa.gov).

If you have any question about other restrictions that must be followed when offering a card game promotion, please see WAC 230-12-045 and/or contact Keith Wittmers.



*Promotions may be added to card games when certain conditions are followed.*



## Card Room Employees A Quiz for you!

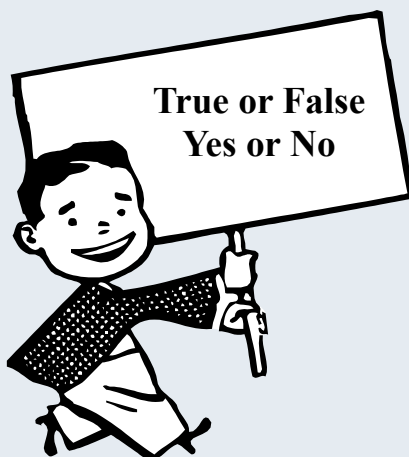
Let's see how well you know the rules that apply to your job!

Here are 35 sample questions.  
Check your answers on page 8.

### *Good Luck!*

#### True or False:

1. True or False      The names and outcomes of administrative actions against Card Room Employees (CRE) are published in this newsletter.
2. True or False      I am required to notify the WSGC of any changes to my name, address or employer, within 30 days.
3. True or False      I must notify the WSGC within two weeks if I have been arrested for a crime (*not* including traffic infractions or parking tickets).
4. True or False      If I go to court, I must inform the WSGC of the results within 30 days (*not* including traffic infractions or parking tickets).
5. True or False      Tips are allowed to "ride"



#### Yes or No:

6. Yes or No      If I am a waitress, bartender, cook, or bouncer and only occasionally handle cards, gambling wagers, or supervise card room staff, do I need to have a card room employee license?
7. Yes or No      Does a WSGC agent have to give me a verbal warning before issuing a statement of charges?
8. Yes or No      Can I be issued a violation and fined without going through the administrative process (hearings, etc.)?
9. Yes or No      Am I responsible for renewing my gambling license if I didn't get my renewal notice or it was mailed to the wrong address?
10. Yes or No      Can I lose my CRE license if I'm off-duty and caught cheating at a casino or card room that I don't work at?
11. Yes or No      Can I give chips to a customer who hasn't paid for them?
12. Yes or No      Can credit cards be allowed for *direct* gambling purchases?
13. Yes or No      Can all licensed CRE accept tips?
14. Yes or No      Can I encourage, force or intimidate a player into tipping?

#### Questions 15—18 are for house-banked CRE only

15. Yes or No      Will my card room receive a NOVAS for an incomplete/non-current signature card?
16. Yes or No      Can I use just my initials when I am signing forms?
17. Yes or No      Can I pass a key to another person without signing out the key?
18. Yes or No      Is the casino under camera surveillance?

## You're 1/2 way through the quiz!

After you finish, go to the back page and check your answers against the Answer Key.

### Circle the correct answer(s):

19. There are specific duties that require an employee to apply for a card room employee license. Which staff members need a gambling license:

|                  |              |
|------------------|--------------|
| Dealer           | Pit Boss     |
| Waitress         | Surveillance |
| Bartender        | Cook         |
| Game starters    | Bouncer      |
| Count room staff |              |



Can I accept a check from a player who has a NSF check on file?

20. My gambling license is valid for how many years:

1      2      5

21. Who has unlimited access to all areas of your card room during business hours?
- Only WSGC agents.
  - Only WSGC agents and other commissioned law enforcement officers (Local police, State Patrol, Sheriff, Liquor Control Board).
  - Only WSGC agents, law enforcement and security personnel.
22. You are required to report all criminal activity to the WSGC. Please circle examples of criminal activity.



Should I report suspicious activity?

- Bookmaking
- Buying/Selling Drugs
- Soliciting for illegal card games
- Cheating as a player or an employee
- Theft from an owner or the public

### Write a brief answer on a separate sheet of paper:

- The Gambling Commission has zero tolerance for certain violations, which can lead to immediate loss of your license and/or criminal charges. List at least three of these violations.
- How much will it cost me, if I am issued a NOVAS citation?
- Who is financially responsible for my attorney fees, if I have an administrative hearing?
- An arrest for Driving Under the Influence (DUI) is considered a:
  - Criminal arrest and must be reported.
  - Traffic infraction and doesn't have to be reported.
- Can I accept a check from a player who has a non-sufficient funds (NSF) check on file?
- What's the legal age to gamble in Washington?
- What's the minimum age to gamble in the card room I am currently working at?
- Does my card room have a policy regarding "self-barring" for problem gamblers?
- Which licensed card room employees can accept tips? Which can't?

### Questions 32—35 are for house-banked CRE only

- Where are my card room's Internal Controls kept?
- Who is responsible for the accuracy of the documents I sign?
- Give some examples of incompatible functions and dual rate.
- Who reviews surveillance tapes?



## Card Room Employee—Gambling Violations

By: Robin Brown, Paralegal, Communications and Legal Division

| Name   | Violation   | Case Outcome   |
|--|---|--|
| Vicky Humphrey. Gambling Manager, formerly employed at American Red Cross, Cowlitz/Wahkiakum Chapter, Longview.        | Failure to maintain inventory logs for pull-tab and bingo merchandise and failure to properly safeguard those assets. | The licensee agreed to surrender her license for five years.   |
| Arnold Torres. Card Room Employee (CRE), formerly employed at Silver Dollar Casino, Tukwila.                           | Failure to disclose criminal history  | The licensee agreed to surrender his license until May 2003, and reimburse a portion of the Commission's fees incurred due to hearing delays and preparation.  |
| Benjamin Tronson. CRE, formerly employed at Double Down Saloon, and The Palace, La Center.                             | Criminal history and failure to disclose criminal history   | Following a hearing, the Administrative Law Judge (ALJ) issued an Initial Order revoking Mr. Tronson's license. The licensee did not appeal. Therefore, the revocation is final.   |
| Samuel Wilson. CRE, formerly employed at Royal Club, and Skyway Park Bowl, Seattle; and Silver Dollar Casino, Tukwila. | Criminal history  | Prior to hearing, the licensee agreed to surrender his license and not reapply until after January 31, 2003.   |
| Casey McCollum. Applicant, formerly employed at Cleopatra's Club Casino, Kennewick.                                    | Criminal history  | The applicant did not respond to the Statement of Charges. Therefore, the Commission entered an Order of Default denying Ms. McCollum's license application at the October 2002, Commission meeting.   |
| Charles Mears. CRE, formerly employed at Thunderbird Casino, Yakima.   | Criminal history and failure to fully disclose that history   | The licensee did not respond to the Statement of Charges. Therefore, the Commission entered an Order of Default revoking Mr. Mears's license at the October 2002, Commission meeting.  |
| Casey Payne. CRE, formerly employed at Cleopatra's Club Casino, Kennewick.   | Criminal history  | Following a hearing, the ALJ ordered the revocation of the license. The licensee did not appeal. Therefore, the revocation is final.   |
| Kimberly Donaldson. CRE, River Bend Casino, Spokane.   | Alleged theft of a \$5 poker chip   | The licensee agreed to a seven-day suspension of her license.  |
| Matthew Camilon. CRE, formerly employed at Golden Nugget Casino, Tukwila.  | Misrepresenting and falsifying daily tip records  | The licensee agreed to surrender his license for one year.   |
| Curtis Titmus. CRE, formerly employed at Diamond Lil's, Renton.  | Cheating  | Prior to the hearing, the gambling license expired and it was not renewed. Case closed.  |
| Sothy Kem. CRE, formerly employed at Roman Casino, Seattle.  | Cheating  | Following a hearing, the ALJ ordered the license revoked. The licensee filed a Petition for Review, which was heard by the Commission at the November 2002, meeting. The licensee did not appear for the hearing. Therefore, the Commission upheld the ALJ's ruling. |
| Roeub Hin. CRE, formerly employed at Silver Dollar Casino, Tukwila.  | Cheating  | Following a hearing, the ALJ ordered the license revoked. The licensee filed a Petition for Review, which was heard by the Commission at the November 2002, meeting. The licensee didn't appear for the hearing. Therefore, the Commission upheld the ALJ's ruling.  |

## Card Room Employee—Gambling Violations

| Name  | Violation  | Case Outcome   |
|---|--|--|
| Jason Antonides. CRE, Big Al's Casino, Everett.   | Conducting a dealer's school without first obtaining a Gambling Service Supplier license.  | The licensee agreed to a two-day suspension, which was vacated by paying a \$500 fine.   |
| Beverly Milligan. CRE, formerly employed at Jimmy Jack's Casino, Everett; and owner of Bevic Management, Inc. | Causing another to violate Commission rules, willful disregard of Commission rules, providing false and/or misleading information to Commission staff, and failing to provide required documentation regarding the ownership of Bevic Management, a licensed Service Supplier. | Following a hearing, the ALJ issued an order revoking Ms. Milligan's license for five years. Ms. Milligan timely filed a Petition for Review, which was heard at the November 2002, Commission meeting. The Commission upheld the ALJ's ruling. Ms. Milligan filed a Motion for Reconsideration. A hearing on the Motion was held in December 2002, and the Commission agreed to modify the Order to allow Ms. Milligan to reapply for a license after August 1, 2004. |
| Marilyn Mills. Applicant, formerly employed at Italo's Restaurant, Shoreline.                                 | Conducting CRE duties without first submitting a CRE license application.  | Following a hearing, the ALJ issued an order denying Ms. Mills' application. The applicant did not appeal. Therefore, the denial is final.   |
| Justin Skaggs. CRE, formerly employed at Sidney's Restaurant and Sports Bar, Aberdeen.                        | Criminal history and failure to disclose criminal history  | Following a hearing, the ALJ issued an order revoking Mr. Skaggs' license. The licensee did not appeal. Therefore the revocation is final.   |

## License Fee Increase

All fees for gambling licenses will soon be increased about 3.29%. This fee increase was approved by the Commission at the November 2002, Commission meeting, but the Commission delayed the effective date until June 30, 2003.

On June 30, 2003, license fees for card room employees will increase as follows:

### Class A

#### Poker Room Employee:

Original: \$170 to \$175

Renewal: \$ 82 to \$ 84

### Class B

#### House-Banked or Enhanced Card Room Employee:

Original, in-state..... \$230 to \$237

Original, out-of-state.....\$286 to \$295

Renewal..... \$142 to \$146

Transfer/Conversion/..... \$ 56 to \$ 57

Additional Employee/

Emergency Waiver Request



**Another Rule Change  
is on the Back Page!**

## Digital Surveillance

Card rooms will soon be able to use digital technology to record surveillance. Currently, only VHS tapes are authorized.

This rule change was adopted by the Commission at the April 2003, meeting to become effective July 1, 2003.

If you would like a copy of a rule change discussed in this newsletter, please call Chris Kaufman at (800) 345-2529, ext. 3470, and he will mail you a copy.

For copies of other rules or general questions, call our field office nearest to you. See back page for locations and phone numbers.

### Washington State Gambling Commission

Headquarters: P.O. Box 42400  
Olympia, Washington 98504-2400  
Phone: (360) 486-3440  
Toll Free: (800) 345-2529  
TDD: (360) 486-3637  
Website: wsgc.wa.gov

### Call our Field Office closest to you for Regulatory or Operational Questions.

Bellingham (360) 738-6208  
Everett (425) 339-1728  
Kennewick (509) 734-7412  
Renton (425) 277-7014  
Spokane (509) 329-3666  
Tacoma (253) 471-5312  
Wenatchee (509) 662-0435  
Yakima (509) 575-2820

Answer Key to Word Search on the Front Page

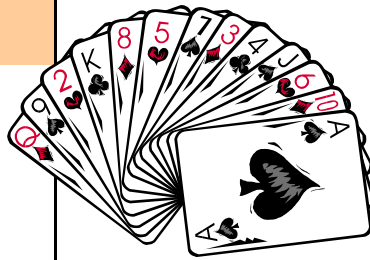
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Editor, Layout and Design: Susan Arland This newsletter is published twice a year.

If you have any questions or comments about our newsletters, or would like to see a topic highlighted in an article, you can reach me at: Susan Arland, Rules Coordinator and Public Information Officer, P.O. Box 42400, Olympia, Washington 98504; (360) 486-3466, (800) 345-2529, Ext. 3466; or e-mail [susana@wsgc.wa.gov](mailto:susana@wsgc.wa.gov)

## Petition for Rule Change to Poker Games

Effective January 1, 2003, changes were made to WAC 230-40-610, which relates to card room owners and on-duty card room employees participating in player-supported jackpot games. In the past, owners and on-duty employees were required to show their cards at the end of each game when the prize was not based upon a predetermined hand.



In April 2002, we received a Petition for Rule Change asking that owners and on-duty employees no longer show their cards after every game. The Petitioner felt it compromised their playing style and ability to effectively participate in the game.

The Commission agreed with the Petitioner and adopted a rule change at the August 2002, Commission meeting. Now card room owners and on-duty employees no longer have to show their cards at the end of every game; however, they will continue to show their cards at the end of games when there is a possibility of a "bad beat" situation.

### Answer Key to the Training Quiz on Pages 4 and 5

1. True
2. True
3. True
4. True
5. False
6. Yes. If you perform any of these functions, even temporarily, you must have a CRE license: Collecting fees; Dealing; Supervising games, such as a Pit Boss or Floor Person; Cashier; Selling or Redeeming Chips; Surveillance; Security; Accounting card room funds; Controlling keys to a secure area; Game Starter.
7. No. It depends on the violation.
8. Yes. This is a NOVAS (Notice of Violation and Settlement) citation.
9. Yes. It is your responsibility to know when your license expires. The notice is sent as a courtesy reminder only.
10. Yes
11. No. It violates the credit rule.
12. No. It violates the credit rule.
13. No. See Answer 31 for more details.
14. No

15. Yes
16. No
17. No
18. Yes
19. All positions should be circled except Waitress, Bartender, Cook and Bouncer. These jobs are not part of the card room operation so the employee would not need to get a CRE license.
20. 1 year
21. b
22. All should be circled.
23. Unlicensed employees working in a card room; cheating or stealing from your employer or the public; lying on a gambling application or gambling records.
24. \$200
25. You are responsible to pay your own attorney fees or you can represent yourself.
26. a
27. It depends. If you have a check guarantee service, it is allowed. Otherwise, it is a violation of the credit rule.
28. 18

29. Depends on the card room. Many will set the age at 21 because of Liquor Control Board requirements. You need to know what your management allows.
30. Depends on the card room. The card room is not required to have one, but the owner should advise staff if there is one.
31. Only dealers and cage cashiers may accept tips, no other licensed employees. Bartenders and waitresses may accept tips because they are not a licensed CRE.
32. Depends on the card room. Employees should know where they are kept.
33. Everyone who signs the document.
34. Working in the cage and then the count team on the same gaming day; Working in both security and surveillance; Working as a cage cashier and then in accounting verifying the documents you filled out. **Dual rate** would be working as a dealer and floor worker during the same pay period.
35. WSGC Agents, law enforcement officers, surveillance officers, managers and owners.